

Information Technology Resource Management Council (ITRMC)

ENTERPRISE POLICY – P3000 TELECOMMUNICATIONS POLICIES

Category: P3040 – STATE 911 MULTI-LINE TELEPHONE SYSTEMS POLICY

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I. AUTHORITY

Authority: Idaho Code § 67-5745 (A) (B) (C),
H.R. 3403: New and Emerging Technologies 911 Improvement Act of 2008 or the NET
911 Improvement Act of 2008

II. ABSTRACT

General expectations are that 911 should work consistently and enable emergency responders to quickly reach the right location. It is critically important to ensure that State telecommunication systems meet these expectations for the safety of our employees and visitors to State facilities.

It is important to understand that Multi-Line Telephone Systems (MLTS), such as VoIP (Voice over Internet Protocol), PBX (Private Branch Exchange) or Key Telephone Systems, can present challenges and limitations in terms of the ability to provide detailed location information to Public Safety Answering Points (PSAP's) in times of emergency.

Most State office locations have MLTS provisioned with several, possibly even hundreds, of telephone numbers. In addition, a State office may consist of a large office building with several floors, or several buildings within a campus environment and in many cases using VoIP technology a single MLTS may service multiple addresses spanning multiple PSAP jurisdictions. Therefore, the planning, coordination and routing of 911 calls placed from a State MLTS can be quite complex.

III. POLICY

At a minimum agencies must ensure: they provide the ability to direct dial 911 from anywhere on their MLTS; that all 911 calls originating from one of their MLTS installations routes to the appropriate PSAP; and that the correct response location is delivered to the PSAP. State agencies must include 911 accommodations when planning and deploying any MLTS (VoIP, PBX or Key telephone system).

IV. INTENT

1. Ensure the safety of State employees and visitors to State facilities
2. Preparation and planning for future installations and integrations
3. Meet FCC requirements for VoIP service providers

V. CONTACT INFORMATION

For more information, contact the ITRMC Staff at (208) 332-1845.

VI. TIME LINE

Immediate implementation of this Enterprise Policy concerning State E911 Multi-line Telephone Systems Policy for all Executive State Agencies is directed.

Date Established: October 22, 2008

Last Revised: